



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Director's Report

Local Homeless Coordinating Board

March 7, 2022

<http://hsh.sfgov.org>



Thank you Sophia Isom for your service!

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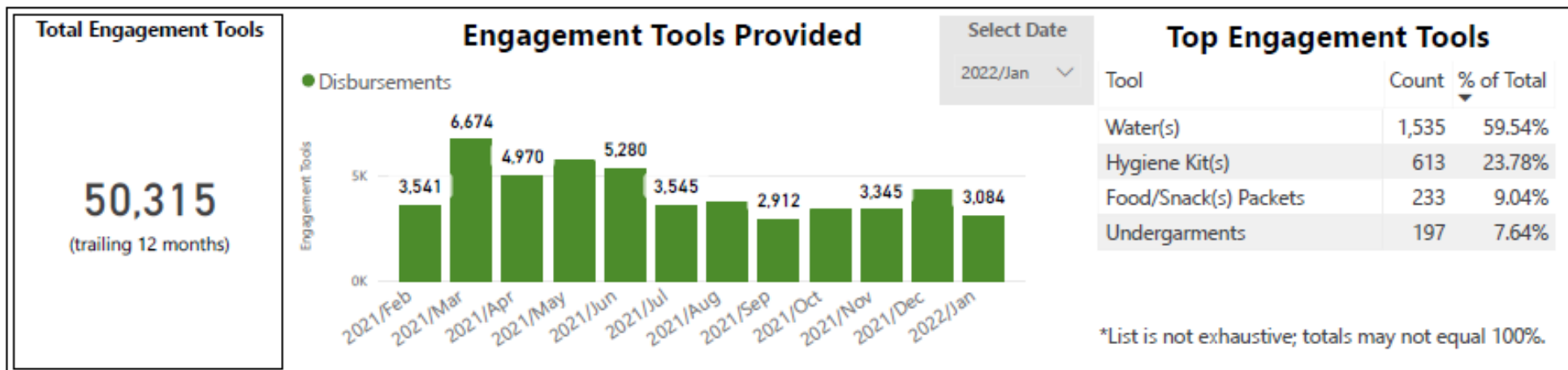
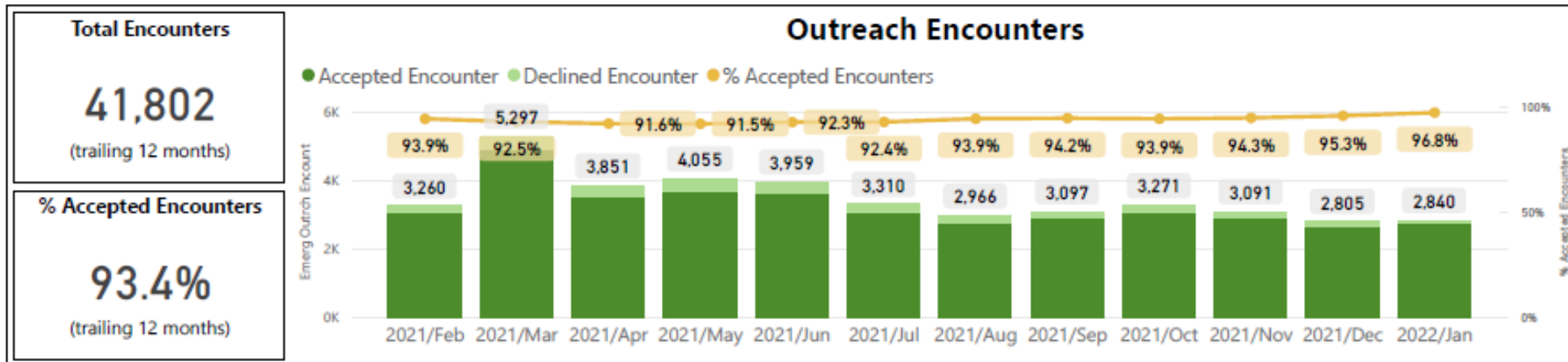
Thank you **Sophia Isom** for your service on the LHCB committee and for your **courage, compassion** and **common-sense**.



Outreach

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Data through January 31, 2022





Problem Solving – Homeward Bound

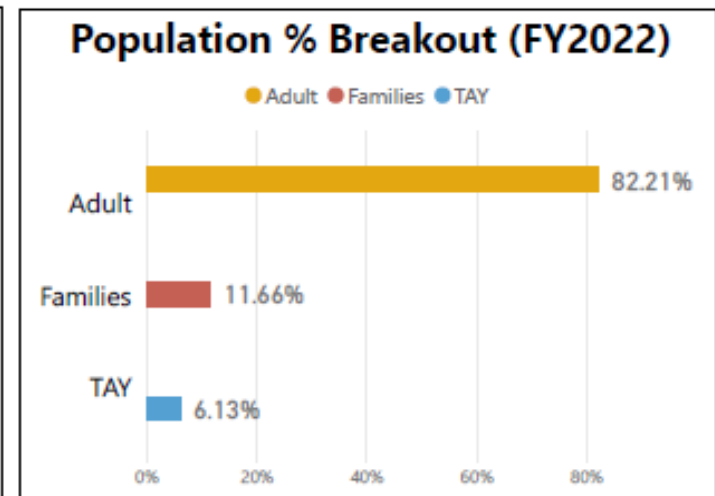
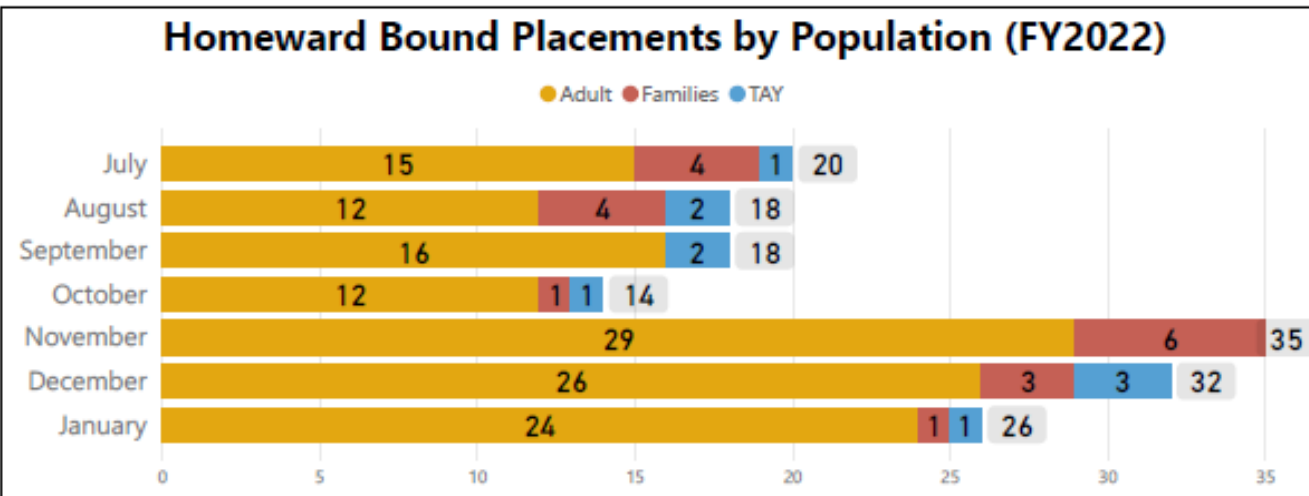
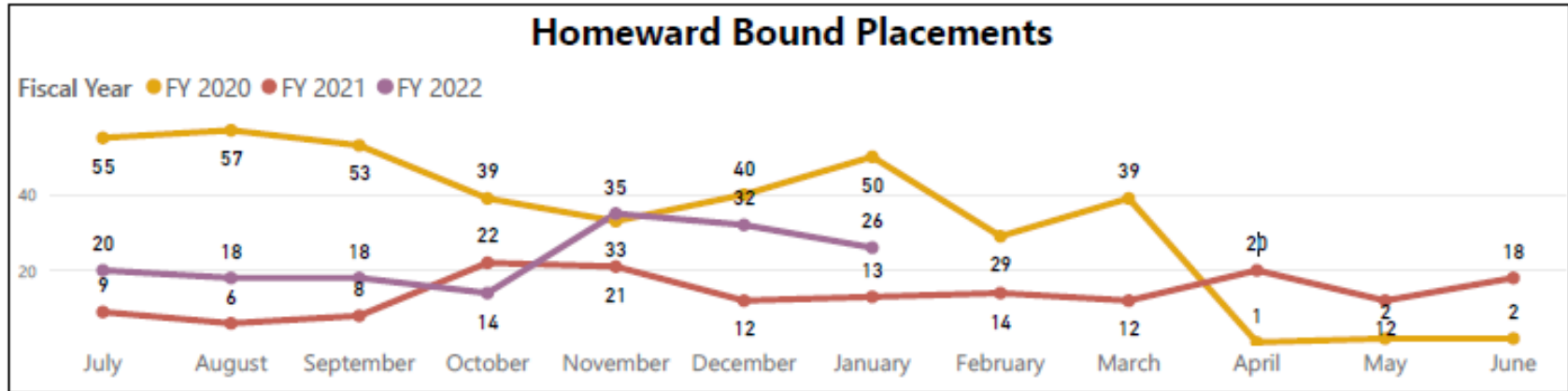
Data through January 31, 2022

26
Latest Month Exits

163
FYTD Exits

91
Last FYTD Exits

167
Last Year Total





Problem Solving

5

Data through January 31, 2022

Clients

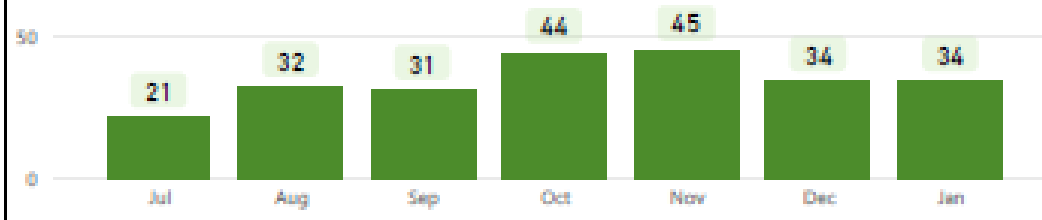
216

Unique Clients Resolved

3,709

Unique Problem Solving Clients

Resolutions by Month



Services

241

Total Resolutions

5,160

Total Conversations

\$655,601

Total Financial Assistance

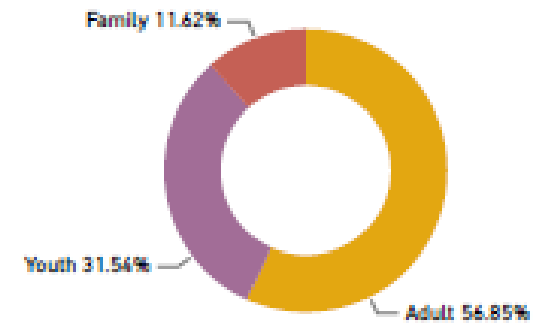
\$2,720

Average Assistance Per Resolution

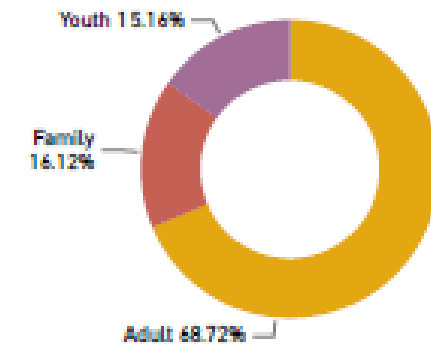
Top 5 Financial Assistance

Assistance	Amount
Move-in assistance for housing outside the San Francisco HRS, including deposits and first and last month's rent	\$524,685
Rental Assistance after Move-in	\$58,014
Furniture, such as a bed, which makes it possible for a person to move into a shared living situation	\$23,189
Transportation costs for housing, employment, or appointments with other entities helping with Problem Solving (bus tokens, passes, taxi rides, etc.)	\$23,004
Contribution to rent costs of another household (non-lease agreements) if it will allow the participant to move into the unit or maintain/return to the unit	\$10,292

Population: Clients Resolved



Population: All Problem Solving Clients





Coordinated Entry

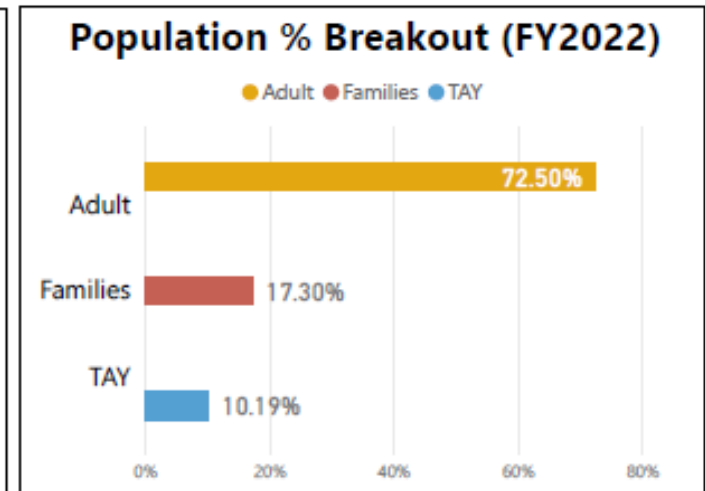
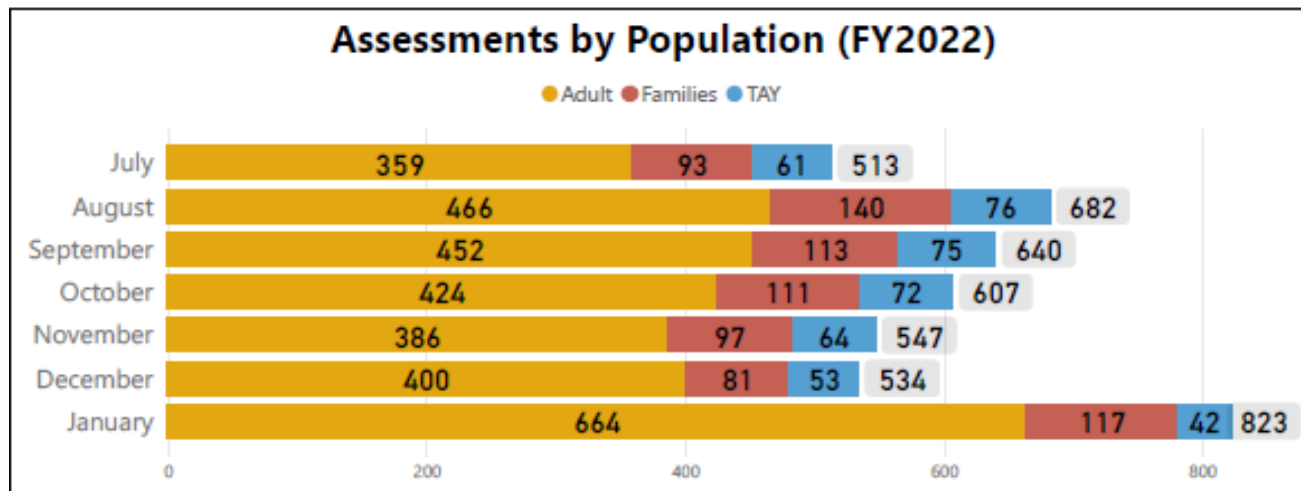
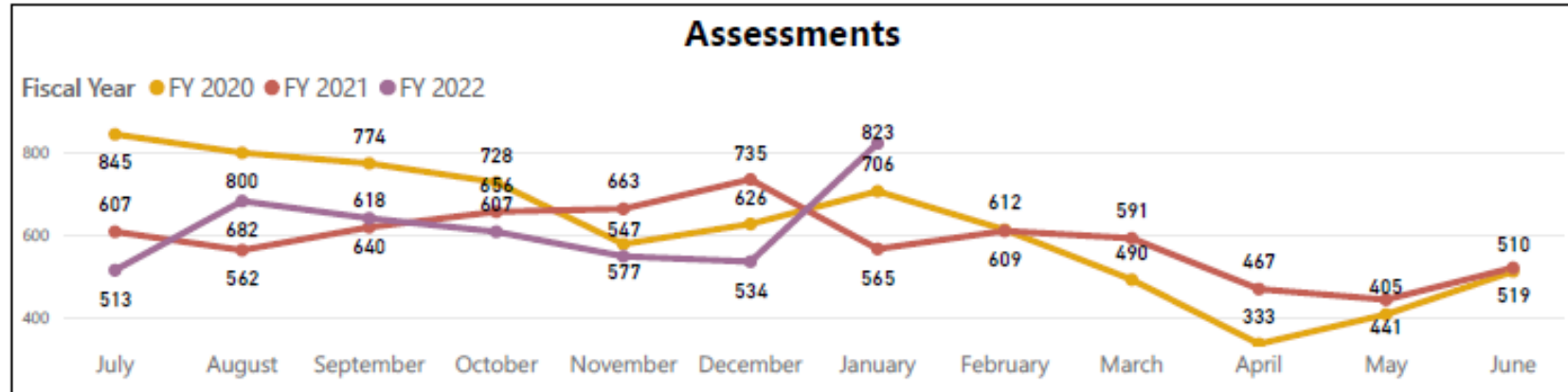
Data through January 31, 2022

823
Latest Month Assessments

4,346
FYTD Assessments

4,406
Last FYTD Assessments

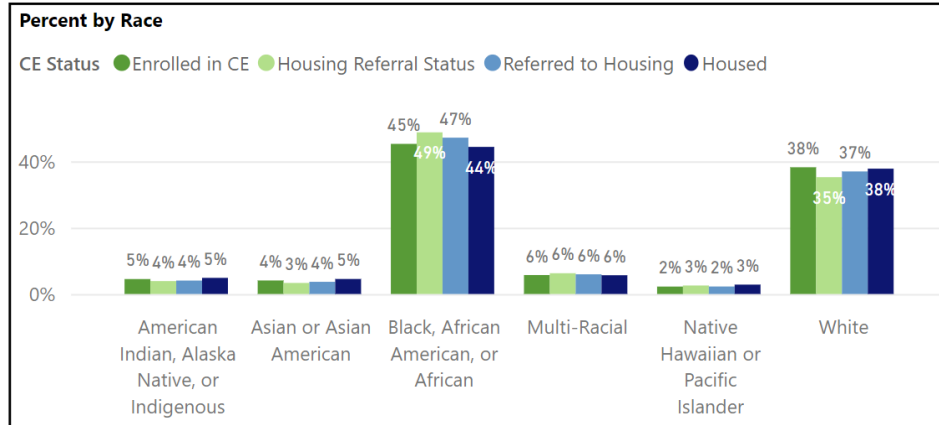
7,033
Last Year Total



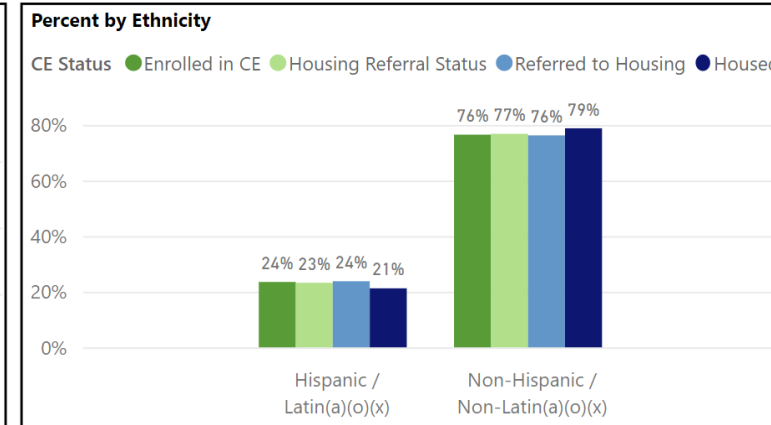


Coordinated Entry & Housing Demographics

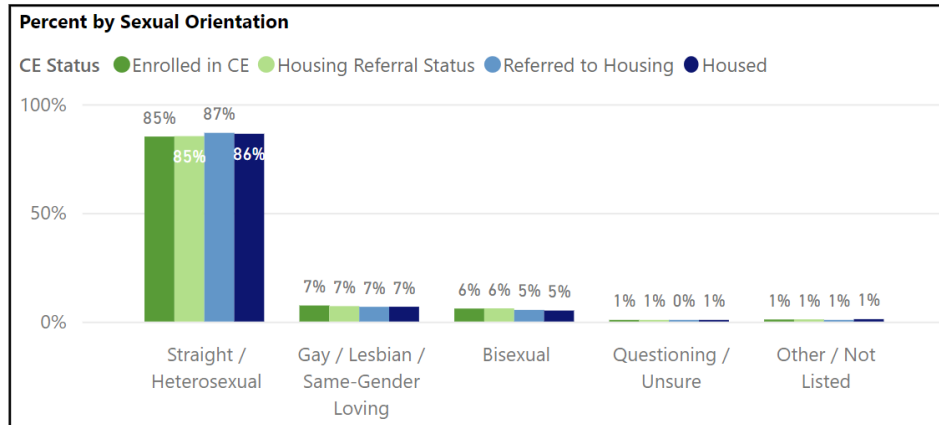
7 Data from July 1, 2021 to December 31, 2021. New data available quarterly.



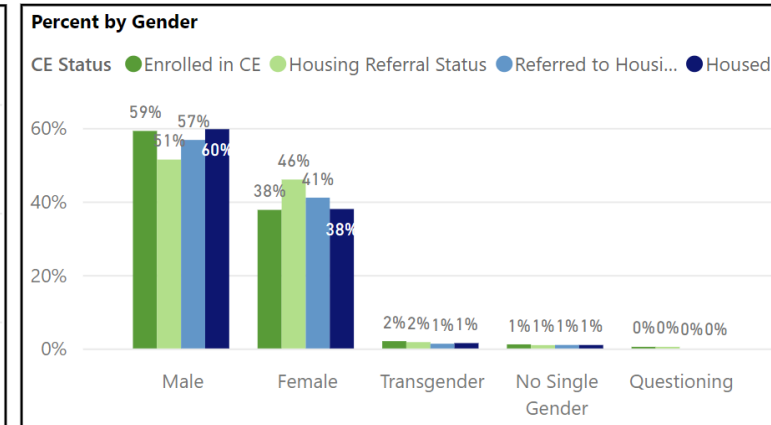
Race is incomplete for 9% of clients (3% Data Not Collected; 6% Doesn't Know / Refused)



Ethnicity is incomplete for 1% of clients (1% Data Not Collected; 1% Doesn't Know / Refused)



Sexual Orientation is incomplete for 6% of clients (4% Data Not Collected; 2% Refused)



Gender is incomplete for 0% of clients (0% Data Not Collected; 0% Doesn't Know / Refused)



Housing

Data through January 31, 2022

Program Sub-Category

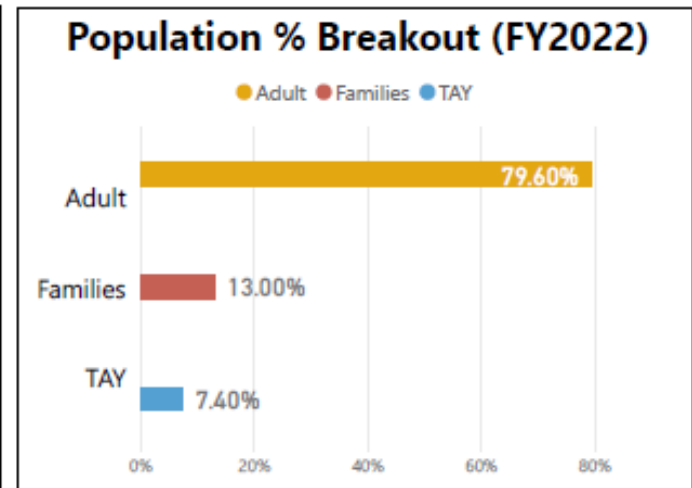
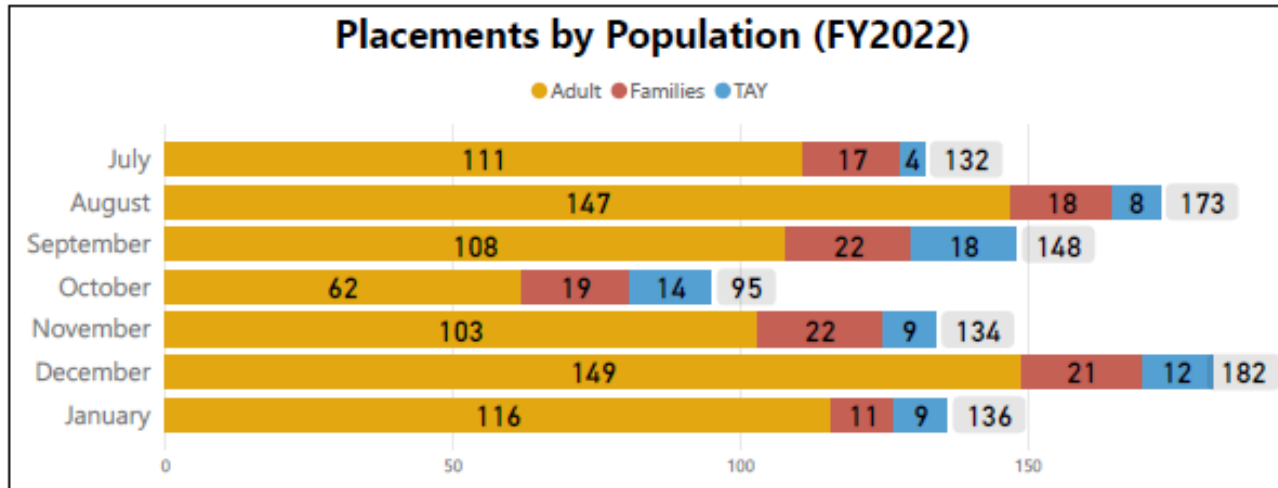
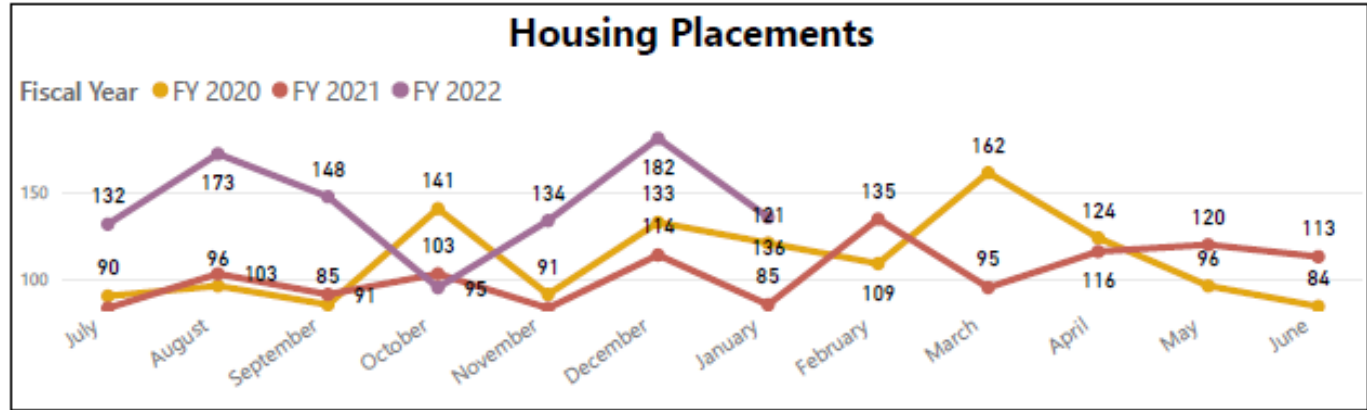
- Select all
- PSH
- Rent Subsidies
- RRH

136
Latest Month Placements

1,000
FYTD Placements

662
Last FYTD Placements

1,241
Last Year Total





Permanent Supportive Housing Vacancies

Data as of February 22, 2022

Total Vacancies
852

=

Units Ready for Referral
559

+

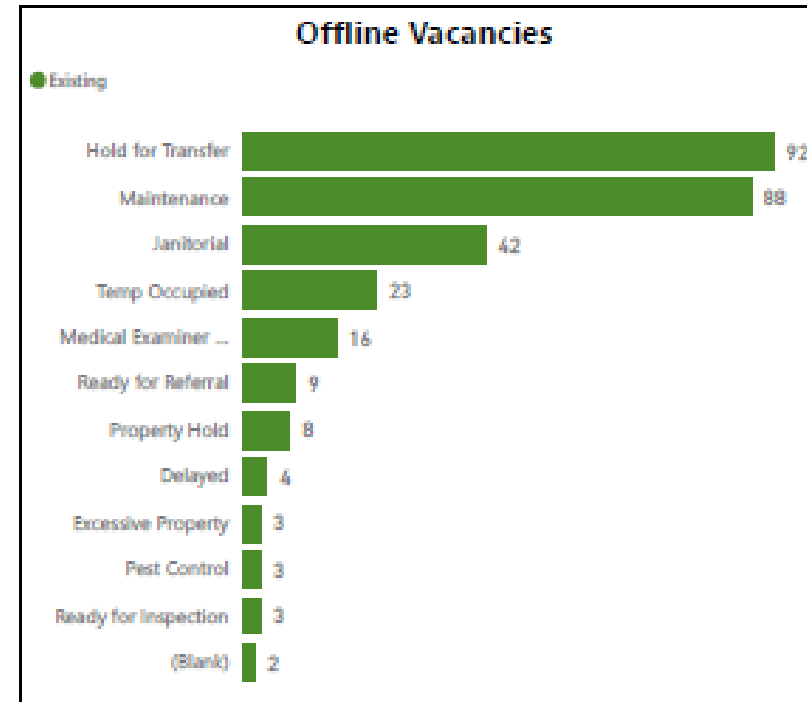
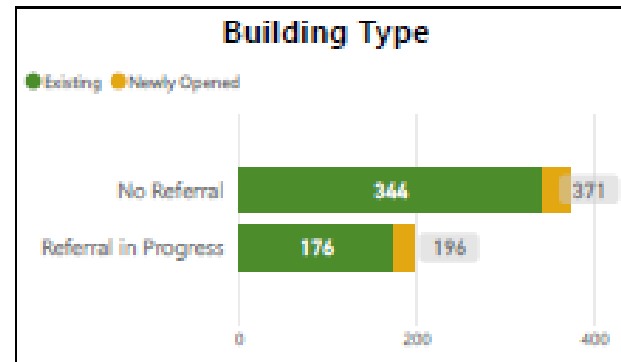
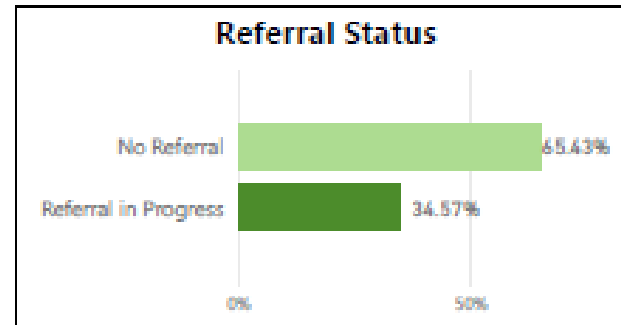
Offline Units
293

New Buildings (Within Last 4 months)

Building	Open Date	Capacity
Tahanan	Nov/21	145
Kinney Hotel	Jan/22	30

10.1%
Vacancy Percentage*

* Calculated for existing site based buildings.





Permanent Supportive Housing Vacancies

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• Challenges with Decreasing Vacancies in PSH:

- Units staying offline for too long for **repairs**
- Placements delayed by **documentation barriers**
- 1:1 referral process
- Lack of **capacity** within **Housing Navigation** services



Permanent Supportive Housing Vacancies

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• Steps taken to address vacancy challenges

- In **March 2022**, HSH will implement **low-barrier documentation policy** across all adult PSH programs
 - Policy piloted with SIP housing process in Fall 2021
 - Will expand to TAY and Family programs shortly
- Piloted **batch referral process** with SIP housing process
- Added **three** new **Access Points** with **Housing Navigation Services**
- Developed a **Vacancy Tracker**
- Deployed **HSH Housing Subsidy Team** to Tenderloin Linkage Center
- Created and distributed a **policy** outlining **length of time** units can be offline



Tenderloin Emergency Initiative: Progress & Outcomes

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Data as of February 20, 2022

🔑 Linkage Center:

- **10,321** visits to Linkage Center
- **1,478** connections to services
- **75-80** showers provided daily

🔑 Throughout the Tenderloin:

- Over **340 shelter placements** from the streets and the Linkage Center
- **123** people in the **housing process**
- Connected **1,613** people to services
- **9,842** grams of Fentanyl seized
- **1,548** tons of waste cleaned up



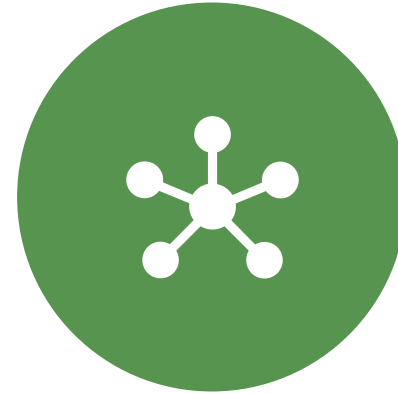
More Information

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EMERGENCY INITIATIVE

**SF.gov/information/
Learn-About-Tenderloin-Emergency-
Initiative**



LINKAGE CENTER

**SF.gov/Location/
Tenderloin-Linkage-
Center**

<http://hsh.sfgov.org>



Program Highlights: Outreach

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• Street Ambassador Services

- HSH released a **Solicitation of Interest** in February for Street Ambassador Services
- Will support **new** and **existing** programs in highly impacted areas
- Expand **provider capacity** for these critical services
- For more information please visit: <https://hsh.sfgov.org/get-involved/procurements/>



Program Highlights: Shelter

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• **Bryant Navigation Center**

- Will reopen on **March 9, 2022**
- Will serve up to **61 guests** at COVID-capacity
- Serve the **TGNCI** community and **cis-gender women**
- **St. James Infirmary** is the selected provider for this program

• **Dolores Street and Jazzie's Place**

- Will reopen in late **March 2022**
- Serve up to **53 guests** at COVID-capacity
- Jazzie's Place will accept referrals from **Community Partners** serving **LGBTQ+ guests**



Program Highlights: Shelter

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• Adante Hotel

- Will open in March 2022
- Former SIP hotel
- **Hybrid** non-congregate **COVID overflow** and **winter shelter**
- Will serve up to **93 guests**

• 33 Gough Cabin Pilot Program

- Replace 44 tent spots with **70 non-congregate cabins**
- First guests will begin **moving into cabins** in early March 2022

• FY21-22 Interfaith Winter Shelter

- Will close **March 26, 2022**



Program Highlights: Shelter

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➤ Baldwin Hotel at 74 6th Street

- Proposal to convert the Baldwin Hotel as a **non-congregate SAFE Navigation Center** for adults in Summer 2022
- Will serve up to **160 adults**
- HSH has begun community engagement process with first meeting on **March 8, 2022**
 - For more information please visit: <https://hsh.sfgov.org/get-involved/notices/>
- Board of Supervisors approval will be required



Program Highlights: Housing

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• **New Programs:** HSH working on opening nine new sites this spring/summer:

- 1321 Mission
- 3061 16th Street
- 5630 Mission Street
- 835 Turk (pictured right)
- 1064-1068 Mission
- Mission Bay South Block 9
- 53 Colton
- 681 Florida





Program Highlights: Housing

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🔑 Documentation Policy Rollout:

- HSH implementing **low-barrier documentation policy** across all adult PSH programs in March
- Policy piloted with SIP housing process in fall 2021
- Will extend to TAY and family programs soon

🔑 CoC and ESG Desk Guide:

- Key tool for **Continuum of Care subrecipients**
- Includes policies and procedures related to Continuum of Care program
- [Available on the HSH website](#)



Program Highlights: Coordinated Entry

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• Updates to Coordinated Entry Standards for Survivors of Violence

- HSH will bring recommended updates to the **Coordinated Entry Written Standards** as pertains to **Survivors of Violence** to LHCB CE Sub-Committee on March 8, 2022
- Recommendations for changes in standards include:
 - Making consistent the definition of survivors to include other forms of violence
 - Sections on survivor data management
- **Public Comment** will be available starting on March 8, 2022
- HSH will present final **proposed changes** for to the LHCB for adoption



Program Highlights: Coordinated Entry

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• Survivor Listening Sessions:

- HSH is partnering with **National Alliance for Safe Housing (NASH)** to host Survivor Listening Sessions
- Registration is on a rolling basis, learn more at: <https://www.surveymonkey.com/r/SFSurvivorListening>

• Safe Housing Working Group:

- Working Group will advise and advance the project recommendations from Community Needs Assessment for Survivors
- Survivors interested in participating should visit: <https://www.nationalallianceforsafehousing.org/sf-needs-assessment/>



Program Highlights: Housing for SIP Hotel Guests



SIP Hotel Guest Exits

INFO



GUESTS ELIGIBLE FOR SIP HOUSING PROCESS

OTHER SIP HOTEL GUESTS

Total SIP Hotel Guests Housed
959

Current SIP Hotel Guests
1078

Filters
(+CTRL to select multiple)

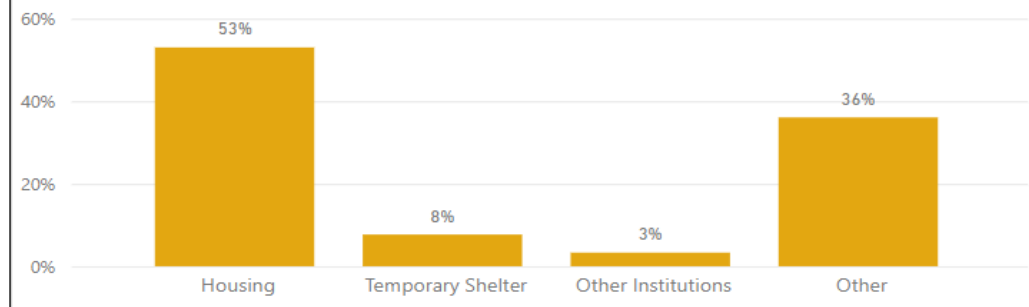
Exit Month

All

HOUSING EXITS

Exit Type	#	% of All Exits
Housing	835	53%
Permanent Housing	653	41%
Permanent Housing: Flexible Housin...	70	4%
Rapid Rehousing	83	5%
Reunited with Friends or Family	29	2%
Served through Problem Solving	0	0%
Total	835	53%

EXITS BY CATEGORY



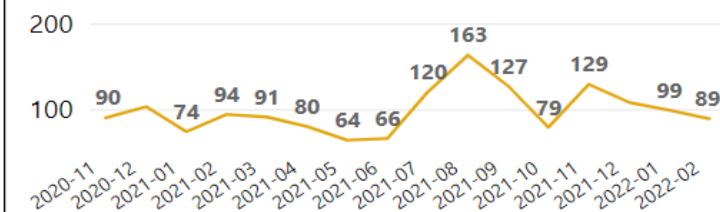
OTHER EXITS (SUMMARY)

Exit Type	#	% of All Exits
Temporary Shelter	121	8%
Other Institutions	52	3%
Other	568	36%
Total	741	47%

OTHER EXITS (DETAIL)

Exit Type	#	% of All Exits
Temporary Shelter	121	8%
Shelter (including Navigation Centers)	96	6%
Transitional Housing	11	1%
Other Temporary Living Situation	14	1%
Other Institutions	52	3%
Foster care home or foster care group home	0	0%
Hospital or other residential non-psychiatric medical facility	19	1%
Jail, prison, or juvenile detention facility	11	1%
Long-term care facility or nursing home	10	1%
Psychiatric hospital or other psychiatric facility	0	0%
Residential project or halfway house with no homeless criteria	6	0%
Substance abuse treatment facility or detox center	6	0%
Total	741	47%

Exits per Month

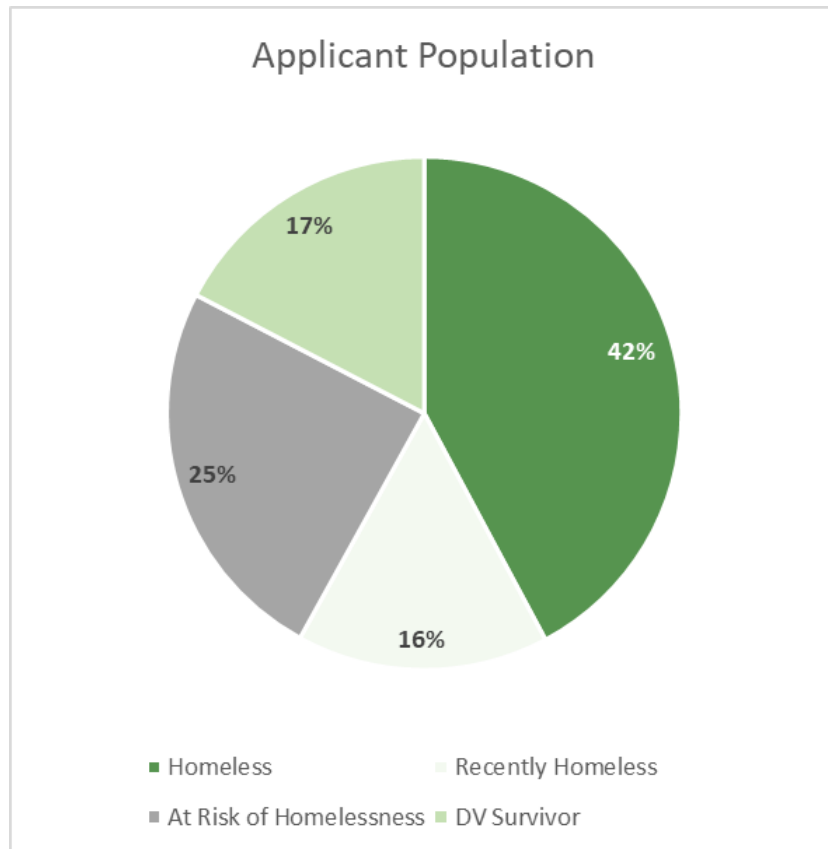




Emergency Housing Vouchers

23

Data as of February 24, 2022



Interim Progress Report:

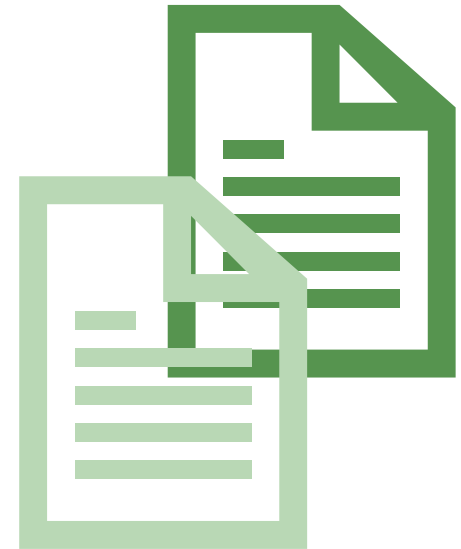
- **455** referrals submitted
 - **Over 50% of total**
- **284** vouchers issued
- **67** households housed



HSH is Hiring!

24

- HSH has several open position currently listed on the DHR [website](#).
- Open positions include:
 - Housing Ladder Program Manager
 - Supervising and Senior Contracts Analysts
 - SIP Senior Administrative Analyst Positions
 - Stationary Engineer
 - Buildings and Grounds Maintenance Supervisor
 - Senior Behavioral Health Clinician
 - Data and Performance Manager
 - Director of Information and Technology
 - Outreach Policy and Contract Analyst





DEPARTMENT OF
HOMELESSNESS AND
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Questions?

Thank you.

<http://hsh.sfgov.org>